



# Guidelines for Proper Adjudication and Dispensing of Drugs

people caring for people

## **LAW ENFORCEMENT**

All prescriptions must comply with the provisions Pharmacy Law No. 247 of September 3, 2004 of Puerto Rico. The basic elements that prescriptions must include, but are not limited to, are: date the prescription was issued, patient's full name and address, name of the drug prescribed with dosage form, quantity and directions to the patient, prescriber's license number and signature, among others.

## **BIOEQUIVALENT MEDICATIONS EXCHANGE**

The pharmacist must offer bioequivalent drug Exchange to patients as required by the Pharmacy Law of Puerto Rico.

## **VALIDITY OF PRESCRIPTIONS**

Prescriptions are valid for 12 months (365 days) from the date it was issued and according to Law 189 from November 20, 2014. This also applies to refills of the same prescription to the maximum of refills approved by patient's cover, except for prescriptions issued by physicians licensed to practice in the United States, may be refilled in Puerto Rico within a period of 3months (counting the date prescription was issued). In the case of controlled substances, the provisions of Law No. 4 of June 23, 1971, as amended, known as the Controlled Substances Law of Puerto Rico will apply.

## **DIRECTIONS ON THE PRESCRIPTIONS**

Prescriptions where the prescriber writes "as indicated", the pharmacist should call the prescriber to clarify the patient's directions to use and document them on the back of the prescription as established in the Pharmacy Law. The acceptable note must have the date, hour and initials of the professional who made the call.

## **CORRECT CALCULATION OF DAYS SUPPLY**

Pharmacy must ensure the submission of correct days supply, for all medications, whether drops (20 drops=1cc), inhalers (albuterol 17gm = 200 inhalations), suspensions, injectables, tablets or insulins.

## **REMAINING QUANTITIES**

Remaining quantities will not be accepted as refills. Example: if for a prescription for 30 days supply the plan only covers 15 days of treatment, the remaining 15 cannot be billed. The patient should get a new prescription if needed.

## **LACK OF INFORMATION ON THE PRESCRIPTIONS**

As provided in the Pharmacy Law, the pharmacist may complete any missing information in the prescription writing it down on the back after verified with the prescriber or the patient, as appropriate. The acceptable note must have the date, hour and initials of the professional who made the call. Prescriptions with missing information required by law will be considered incomplete and will be reported as an audit finding.

## **COMPOUNDS PROCESSING**

Compound claims with cost greater than or equal to \$75, may be assessed by prior authorization (PA) depending on the Client or Business segment. Pharmacies must send a copy of the prescription via fax to follow the standard PA process. **IMPORTANT:** Please note that there are plans that DO NOT cover compounds for cosmetic use (Hydroquinone, Retin A,) OTC medications, or cough and cold medicines.

## **PRESCRIBERS' INFORMATION**

It is very important to ensure that the prescriber (MD) submitted is the same that wrote the prescription. Claims found with different MD will reported as an audit finding.

## **SIGNATURE LOGS**

There must be a signature registry for patients or his representatives, for each medication dispensed. The signature log must contain the prescription number, pick up date, health plan identification number, patient's identification number (ex. Driver's license) and patient signature or his representative. The signature can be electronic or manually. The pharmacy must ensure compliance with the contractual requirements as described above when using electronic signature systems.